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**FEMA**

# Recovery News

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## STAYING IN TOUCH WITH FEMA CAN SPEED YOUR RECOVERY

**PASADENA, Calif.** — Staying in touch with the Federal Emergency Management Agency (FEMA) is the best way to keep your application for federal and state disaster assistance on track.

“We have a well-traveled path to help residents recover from disaster,” said Federal Coordinating Officer Mike Hall of FEMA. “But sometimes families get stopped mid-way. The best way to keep your application moving is to keep communications open with our **helpline**.”

If your personal information has changed, be sure to call FEMA at **1-800-621-FEMA (3362)** or **TTY 1-800-462-7585**. These lines are open from 5 a.m. to 10 p.m., daily. You can also make your changes online at [http://www.fema.gov/assistance/process/update\\_assistance.shtm](http://www.fema.gov/assistance/process/update_assistance.shtm). It’s important that FEMA has your most up-to-date contact information.

As insurance companies begin to pay for damages and losses, you may find that you have under- or un-insured losses. Let FEMA know about any changes in your insurance coverage, and any payments you have received.

You may also hear from FEMA. Should you receive a denial letter, it may simply mean that FEMA doesn’t have all the personal or insurance information needed to process your application. Read your denial letter carefully and respond as directed. You can always call the helpline if you have questions about your application.

*FEMA coordinates the federal government’s role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.*

*The California Governor’s Office of Emergency Services (OES) coordinates overall state-agency response to major disasters in support of local government. OES is also responsible for maintaining the State Emergency Plan and coordinating California’s preparedness, mitigation and recovery efforts.*

*Disaster recovery assistance is available without regard to race, color, religion, national origin, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, you should call FEMA toll-free at 1-800-621-FEMA (3362). For TTY call 1-800-462-7585.*

*SBA is the federal government’s primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps homeowners, renters, businesses of all sizes, and private non-profit organizations fund repairs or rebuilding efforts, and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover uninsured and uncompensated losses and do not duplicate benefits of other agencies or organizations. For information about SBA programs, applicants may call 800-659-2955.*

*Temporary housing assistance from FEMA does not require that an applicant file for an SBA loan. However, an applicant must complete an SBA loan application to be eligible for additional assistance under the part of the Other Needs Assistance (ONA) program that covers personal property, vehicle repair or replacement, and moving and storage expenses. There are other ONA grants such as public transportation expenses, medical and dental expenses, and funeral and burial expenses that do not require individuals to apply for an SBA loan to be eligible. FEMA will process applications for housing assistance regardless of whether the applicant has applied for an SBA loan, and eligibility determinations for applicants requesting FEMA’s temporary housing assistance will not be held up because the applicant has or has not filled out an SBA application.*

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